



CLEAR PATH LEARNING SESSION: Managing Difficult Claims

Features	Benefits
Interactive and participative workshop	<ul style="list-style-type: none"> • Holds your attention and results in higher retention • Opportunities to learn from each other’s experiences
Instructors have extensive WSIB claims management experience	<ul style="list-style-type: none"> • Your questions answered confidently, based on real world examples
Presentation binder	<ul style="list-style-type: none"> • Provides tool to refer to back on the job

Workshop Intent:

In this workshop, participants will acquire an understanding of the complexities involved in managing difficult WSIB claims.

Instructor(s):

Anna Aceto-Guerin, CHRP

Intended Audience:

Claims managers, HR professionals, business owners, finance/controllers

Prerequisite(s): None, although attending Clear Path’s *“Introduction to WSIB Claims Management”* or *“Demystifying the WSIB’s NEER Program”* would be beneficial for those with minimal experience.

Learning Outcomes:

After completing this workshop participants will learn:

- An understanding of the claims management process, including how to object to a suspicious claim, how to appeal a decision and use cost relief to reduce claim costs
- Specific strategies you can deploy when faced with a difficult claim particularly if you wish to ultimately terminate the employment relationship but still remain in compliance with relevant legislation
- Setting your file up for an appeal at the ARO or WSIAT level
- Real world case studies of companies with workers with difficult claims (As many as 7 claims from one worker)
- Details of how medical professionals can be leveraged to get injured employees back to their pre-injury position and challenge medical evidence presented

Workshop Content/Topic Outline:

- What does a difficult claim entail?
- Complex claims, “repeat offender” claims and mental health claims
- Managing difficult return to work scenarios
- Three things you would typically tackle in managing a difficult claim: Objection, Cost Relief and Return To Work (RTW)



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Workshop Content/Topic Outline cont'd:

- Working with a WSIB adjudicator and what to do when they are not helpful, and how to push for results
- Dealing with subsequent claims or other injuries
- Setting up your file for an appeal when an objection is not successful

To register: Visit www.clearpathemployer.com/training or call (519) 624-0800

Benefits of the Training:

Some of the benefits of this training include:

- Improved knowledge and skills of recent disability management trends
- Expanded knowledge of support resources
- Increased confidence and capability for managing difficult WSIB claims and making RTW decisions that will benefit your organization
- Improved knowledge on how to stay on top of a file and ensure positive progress.

Format/Duration: Approximately 3 hours, including time for individual questions

Workshop/Facilitator Evaluation:

Participants will be asked to complete a short evaluation form at the end of the workshop to provide their feedback on the session and the facilitator. This feedback is used to ensure client satisfaction and to continually monitor and improve the quality of the training program.

Comments from previous attendees:

"Your Intro to WSIB was full of great information that I was able to share with the rest of the HR department. I enjoyed your presentation and found the information you provided quite beneficial. I look forward to future training sessions with your company."

Accucam Machining, Cambridge, ON

"Anna provides clear, concise information, is passionate about her topics and I would recommend Anna's presentations to anyone."

ATS Automation Tooling Systems, Cambridge, ON

"Very informative with great tips that could be used for all claims management"

J&R Hall Transport, Ayr, ON

"Clear Path conveyed some important messages to our employees and supervisors about the importance of Return-to-Work, not only for our company (\$) but for all parties, including the injured worker. I think everyone got something out of it. Thanks so much for your assistance!"

The Seegmiller Group, Kitchener, ON

Next Step: Visit www.clearpathemployer.com/training or call (519) 624-0800 to register